



CITY OF DETROIT  
DEPARTMENT OF TRANSPORTATION

PROPOSED SERVICE CHANGES

*EFFECTIVE: APRIL 18, 2009*



## Executive Summary

The Detroit Department of Transportation (DDOT) puts its customers first, as we continuously seek ways to improve upon and provide the best service possible. For that reason, DDOT introduced Express Service in June 2008 on our most heavily-traveled routes that enter the Central Business District (CBD). Express Service was implemented to help relieve the overcrowding on buses during the morning peak-hour commute (inbound) and evening peak-hour commutes (outbound). This service has been monitored since its introduction. However, the results show that ridership has failed to meet DDOT's service standards that were adopted in January 2008. The reasons for the proposed discontinuance of Express Service routes are based on the following:

- **Low ridership** – For two consecutive quarters, the average number of riders per revenue hour is 50% or less than the average for similar existing service.
- **Low revenue** – The average passengers per revenue mile is 50% or less than the average for existing services.
- **High costs** – The annual average cost per passenger is 150% or greater than the average for similar existing service.

Routes Proposed for Elimination:

- 70 - Crosstown Express
- 71 - Grand River Express
- 72 - Dexter Express
- 73 - Woodward Express
- 74 - Gratiot Express

In addition, a route adjustment is proposed for #8 – Caniff. The proposed adjustment will increase the wait time between buses from 45 minutes to 60 minutes during the a.m. and p.m. peak service hours, which are 6:00 a.m. to 9:00 a.m. and 2:30 p.m. to 6:00 p.m., respectively.

DDOT is conducting Public Hearings throughout the service area to hear and receive customer input on the proposed route eliminations and route adjustment. We look forward to seeing you at any of the locations listed below:

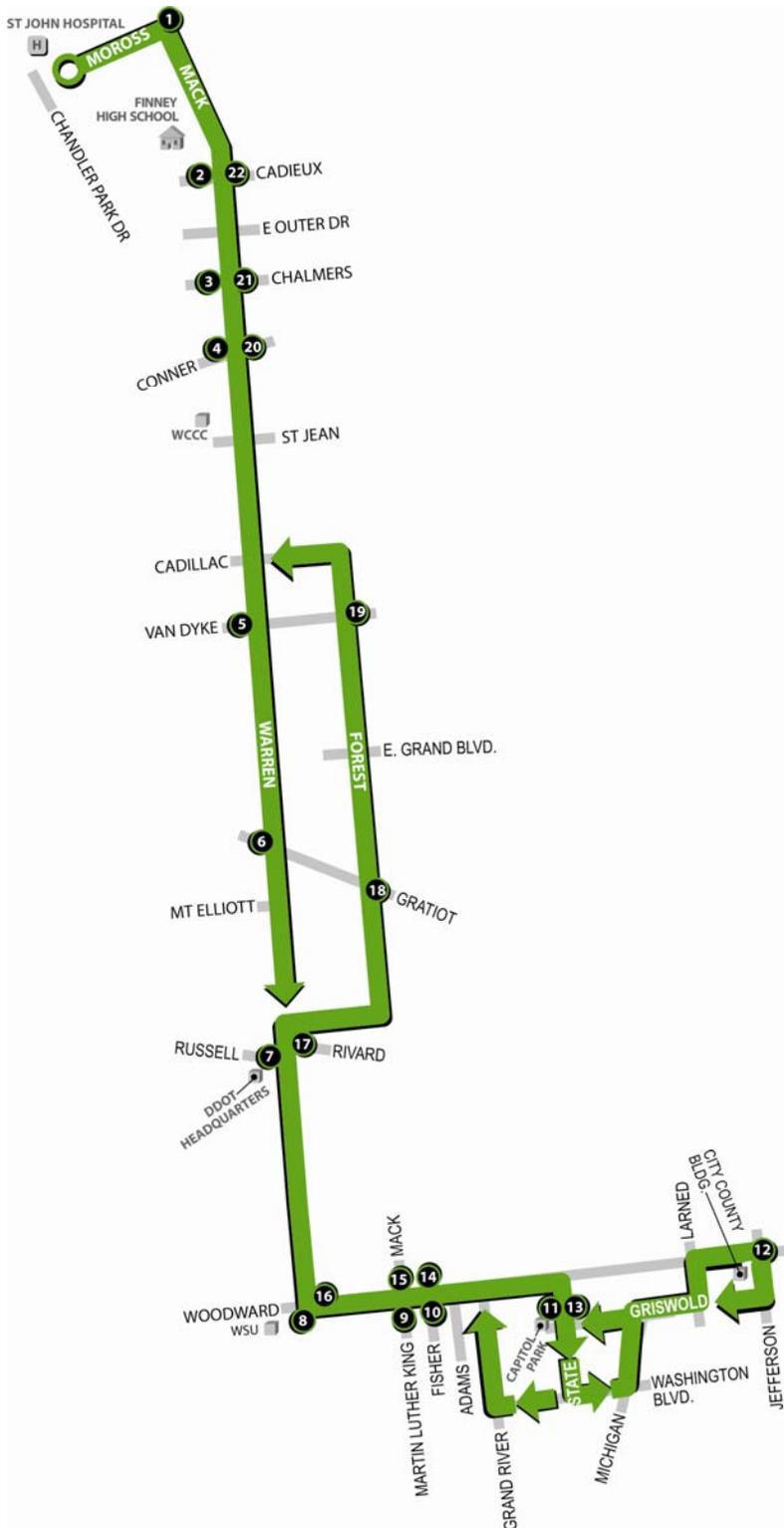
### Public Hearing Schedule

<b>DDOT Main Office</b> 1301 E. Warren <b>Monday, March 30, 2009</b> 10:00 a.m. – 12:00 noon <b>Saturday, April 4, 2009</b> 10:00 a.m. – 12:00 noon	<b>LIPKE RECREATION CENTER</b> 19320 Van Dyke <b>Thursday, April 2, 2009</b> 6:00 p.m. – 8:00 p.m.
<b>UNITED WAY HEADQUARTERS</b> 1212 Griswold ~ Level 1, Detroit <b>Tuesday, March 31, 2009</b> 10:00 a.m. – 12:00 noon	<b>NORTHWEST ACTIVITIES CENTER</b> 18100 Meyers, Detroit <b>Tuesday, April 7, 2009</b> 6:00 p.m. – 8:00 p.m.
<b>BUTZEL FAMILY RECREATION CENTER</b> 7737 Kercheval <b>Wednesday, April 1, 2009</b> 6:00 p.m. – 8:00 p.m.	<b>CLEMENTE RECREATION CENTER</b> 2631 Bagley <b>Thursday, April 9, 2009</b> 10:00 a.m. – 12:00 noon

*The Detroit Department of Transportation (DDOT) does not discriminate on the basis of race, color, creed, national origin, age, handicap, sex or sexual orientation. Complaints may be filed with the following agencies: Human Rights Department, 1026 Coleman A. Young Municipal Center, Detroit, Mi 48226 or send ADA complaints to: Detroit Department of Transportation, ADA Coordinator, 1301 E. Warren, Detroit, MI 48207. Send Title VI Civil Rights complaints to: Detroit Department of Transportation, Office of Contract Compliance, 1301 E. Warren, Detroit, MI 48207.*



# 70 - Crosstown Express



## 70 – Crosstown Express

**Current Route Description:** Inbound service operates every 30 minutes during morning peak (6:00 a.m. to 9:00 a.m.) from St. John’s Hospital traveling along E. Warren to Woodward and then to downtown Detroit.

Outbound service operates every 30 minutes during afternoon peak (2:30 p.m. to 6:00 p.m.) from Woodward and Jefferson to E. Warren and then on to St. John’s Hospital.

Express routes make limited stops at major transfer points on six (6) a.m. trips and seven (7) p.m. trips.

**Proposed Changes:** Eliminate a.m. and p.m. Express Service route.

**Alternative Routes:** There are several route alternatives for traveling to and from downtown Detroit:

31 - Mack: Local service from St. John’s Hospital consists of one ride with no transfer required. *Recommended Alternative*

14 - Crosstown: Local service from St. John’s Hospital; transfer to one of the following routes:

- 48 – Van Dyke
- 34 – Gratiot
- 10 – Chene
- 40 – Russell
- 53 – Woodward

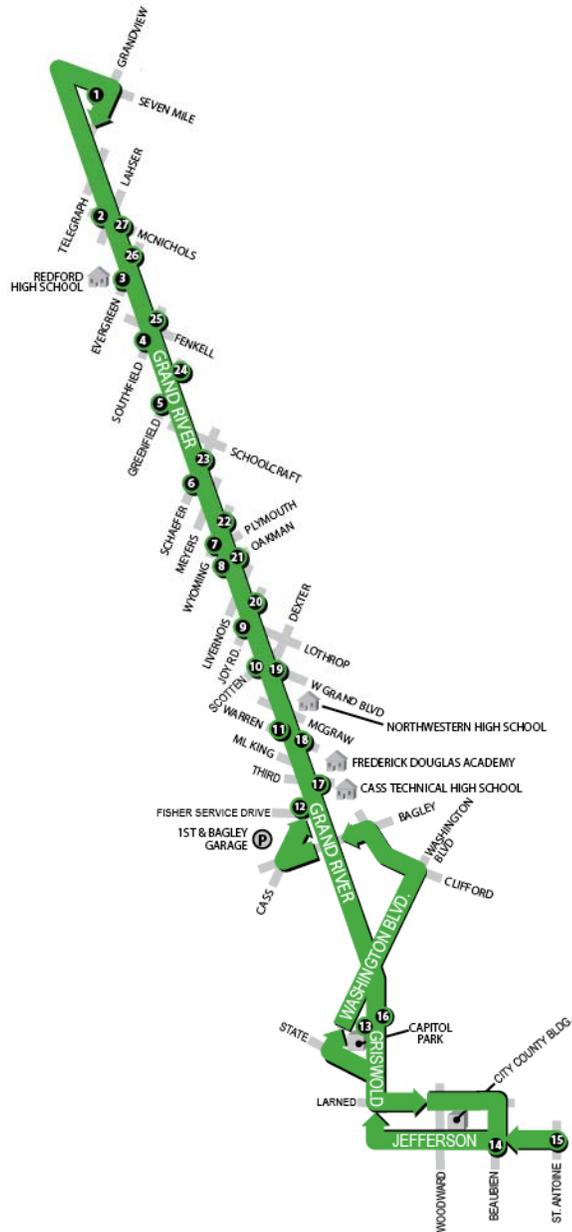
**Service Change Impact:** Depending on the alternative route selected, travel time will increase between 15 to 45 minutes.

**Rationale:** Ridership on Express routes is below the system average benchmarks.

### **Ridership:**

70 – Crosstown Express	September 2008	October 2008	November 2008	December 2008	January 2009	February 2009
Weekday Passengers	79	19	22	46	48	50
Average Weekday Passengers per Revenue Hour	8.65	2.14	2.49	5.18	5.44	5.58
System Average Passengers per Revenue Hour	33.53	33.03	30.90	26.40	28.51	29.98

# 71 - Grand River Express



## ROUTE / SERVICE ELIMINATION

### 71 – Grand River Express

**Current Route Description:** Inbound service operates every 30 minutes during morning peak (6:00 a.m. – 9:00 a.m.) from Grand River and Seven Mile traveling along Grand River to Beaubien and E. Jefferson in downtown Detroit.

Outbound service operates every 30 minutes during afternoon peak (2:30 p.m. – 6:00 p.m.) from E. Jefferson and St. Antoine to Grand River and Seven Mile.

Express routes make limited stops at major transfer points on six (6) a.m. trips and seven (7) p.m. trips.

**Proposed Changes:** Eliminate a.m. and p.m. Express route service.

**Alternative Routes:** There are several route alternatives for traveling to and from downtown Detroit:

2I - Grand River: Local service from Seven Mile and entails one ride with no transfer required. *Recommended Alternative*

45 - Seven Mile: Transfers to 53 - Woodward

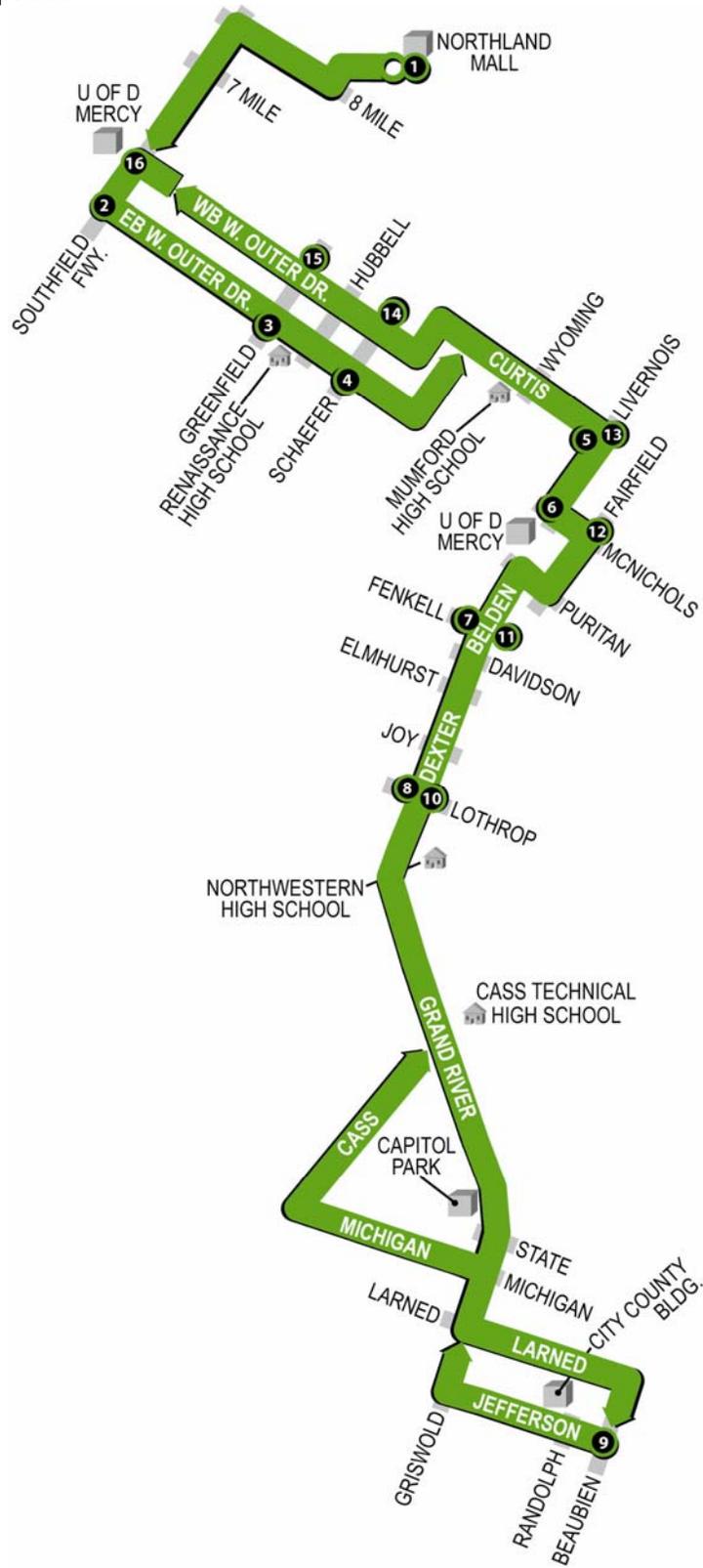
**Service Change Impact:** Depending on the alternative route selected, travel time will increase between 15 to 45 minutes.

**Rationale:** Ridership on Express Service routes is below the system average benchmarks.

### **Ridership:**

71 – Grand River Express	September 2008	October 2008	November 2008	December 2008	January 2009	February 2009
Weekday Passengers	98	93	94	45	41	44
Average Weekday Passengers Per Revenue Hour	11.20	10.65	10.72	5.18	4.65	5.02
System Average Passengers Per Revenue Hour	33.53	33.03	30.90	26.40	28.51	29.98

# 72 - Dexter Express



## ROUTE / SERVICE ELIMINATION

### 72 – Dexter Express

**Current Route Description:** Inbound service operates every 30 minutes during morning peak (6:00 a.m. – 9:00 a.m.) from Northland Center Mall traveling along Southfield, W. Outer Drive, Curtis, Livernois, and Dexter, and then on to Grand River to Beaubien and Jefferson in downtown Detroit.

Outbound service operates every 30 minutes during afternoon peak (2:30 p.m. – 6:00 p.m.) from Beaubien and E. Jefferson to Griswold, Michigan, Cass, Grand River, Dexter, Livernois, Curtis, W. Outer Drive, Southfield, Eight Mile, and then to Northland Center Mall.

Express Service routes make limited stops at major transfer points on six (6) a.m. trips and seven (7) p.m. trips.

**Proposed Changes:** Eliminate a.m. and p.m. Express Service route.

**Alternative Routes:** The recommended alternatives for travel to downtown Detroit:

16 – Dexter: Local service from Northland Center Mall and consists of one ride with no transfer required

23 – Hamilton: Local service from Northland Center Mall and requires one ride with no transfer.

**Service Change Impact:** Depending on the alternative route selected, travel time will increase between 20 to 35 minutes.

**Rationale:** Ridership on Express Service routes is below the system average benchmarks.

### **Ridership:**

72 – Dexter Express	September 2008	October 2008	November 2008	December 2008	January 2009	February 2009
Weekday Passengers	14	20	14	14	16	12
Average Weekday Passengers Per Revenue Hour	1.23	1.72	1.23	1.24	1.44	1.10
System Average Passengers Per Revenue Hour	33.53	33.03	30.90	26.40	28.51	29.98

73 - Woodward Express



## ROUTE / SERVICE ELIMINATION

### **73 – Woodward Express**

**Current Route Description:** Inbound service operates every 30 minutes during morning peak (6:00 a.m. – 9:00 a.m.) from the State Fairgrounds Transit Center traveling along Woodward to Beaubien and Jefferson in downtown Detroit.

Outbound service operates every 30 minutes during afternoon peak (2:30 p.m. – 6:00 p.m.) from Beaubien and Jefferson, to Woodward and then on to the State Fairgrounds Transit Center.

Express Service routes make limited stops at major transfer points on six (6) a.m. trips and seven (7) p.m. trips.

**Proposed Changes:** Eliminate a.m. and p.m. Express route service.

**Alternative Route:** The recommended alternative for travel to downtown Detroit:

53 – Woodward: Local service from State Fairgrounds and requires one ride with no transfer.

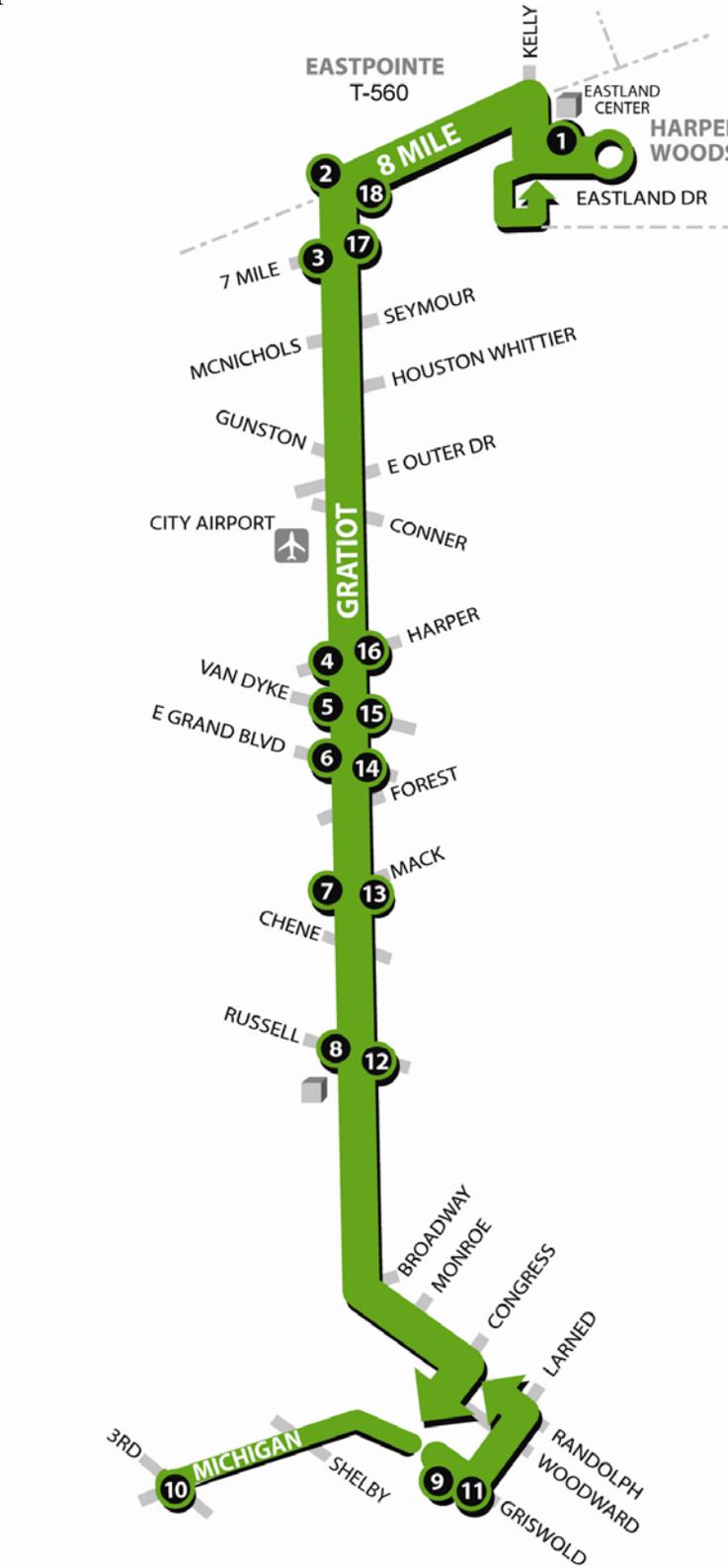
**Service Change Impact:** Depending on the alternative route selected, travel time will increase between 10 to 15 minutes.

**Rationale:** Ridership on Express Service routes is below the system average benchmarks.

### **Ridership:**

73 – Woodward Express	September 2008	October 2008	November 2008	December 2008	January 2009	February 2009
Average Weekday Passengers	15	14	12	14	48	42
Average Weekday Passengers Per Revenue Hour	2.14	1.99	1.70	1.96	6.74	5.58
System Average* Passengers Per Revenue Hour	33.53	33.03	30.90	26.40	28.51	29.98

74 - Gratiot Express



## ROUTE / SERVICE ELIMINATION

### 74 – Gratiot Express

**Current Route Description:** Inbound service operates every 30 minutes during morning peak (6:00 a.m. – 9:00 a.m.) from Eastland Center Mall, traveling along E. Eight Mile to Gratiot and then on to Third and Michigan in downtown Detroit.

Outbound service operates every 30 minutes during afternoon peak (2:30 p.m. – 6:00 p.m.) from Third and Michigan to Gratiot to Eastland Center Mall.

Express routes make limited stops at major transfer points on six (6) a.m. trips and seven (7) p.m. trips.

**Proposed Changes:** Eliminate a.m. and p.m. Express route service.

**Alternative Routes:** There are several route alternatives for traveling to and from downtown Detroit:

34 – Gratiot: Local service from Eastland Center Mall and consists of one ride with no transfer required – *Recommended Alternative*

17 – Eight Mile: Local from Eastland Center Mall with transfers to one of the following routes:

- 34 - Gratiot
- 53 - Woodward

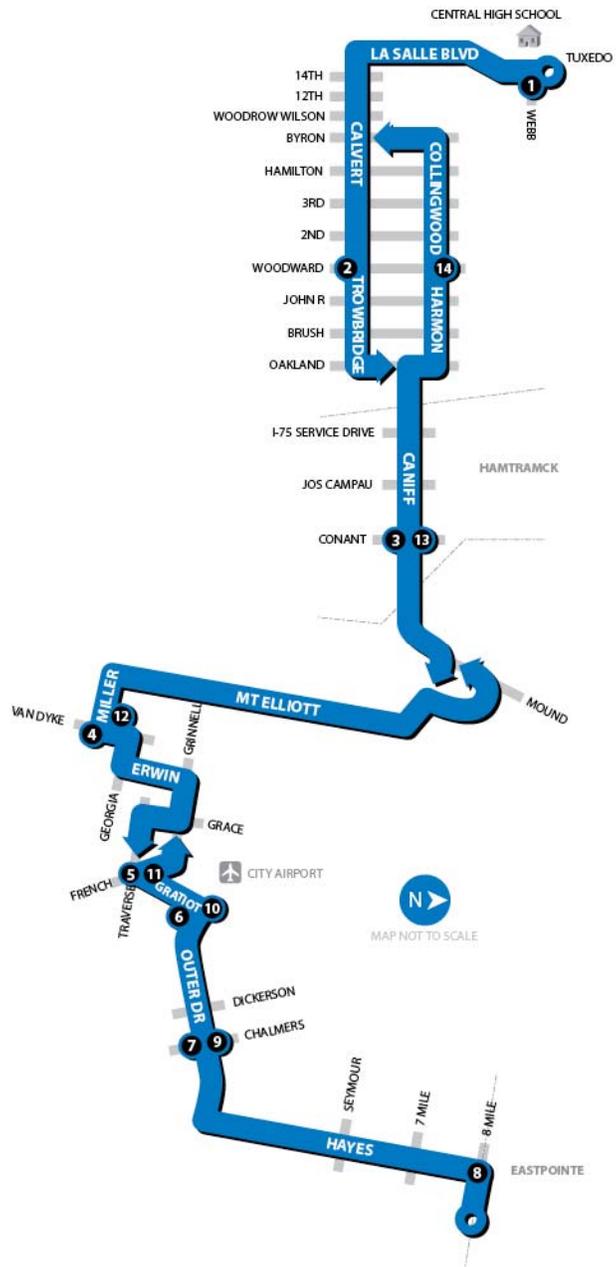
**Service Change Impact:** Depending on the alternative route selected, travel time will increase between 10 to 40 minutes.

**Rationale:** Ridership on Express routes is below the system average benchmarks.

### **Ridership:**

74 Express-Gratiot	September 2008	October 2008	November 2008	December 2008	January 2009	February 2009
Average Weekday Passengers	21	24	23	17	30	20
Average Weekday Passengers Per Revenue Hour	2.23	2.49	2.41	1.83	3.19	2.14
System Average Passengers Per Revenue Hour	33.53	33.03	30.90	26.40	28.51	29.98

# 8 - Caniff Regular Service



## SCHEDULE ADJUSTMENT

### 8 – Caniff

**Current Route Description:** This route currently services Eastpointe, Hamtramck, northeast and central Detroit, providing access to the Jeep Eagle Plant, Millennium Park, Rouge Park, the Parade Company, City Airport and Central High School.

**Proposed Changes:** The wait time between buses for the a.m. and p.m. peak service periods will be increased from 45 minutes to 60 minutes.

**Service Change Impact:** Passengers may be required to adjust their travel times to ride an earlier or later bus to accommodate the additional 15-minute period between buses.

**Rationale:** Modification of service will improve productivity and efficiency for both passengers and DDOT, by balancing the level of service to meet demands. This modification is based on the DDOT service standards for routes that are marginal performers.

#### **Ridership:**

8 – Caniff	September 2008	October 2008	November 2008	December 2008	January 2009
Average Weekday Passengers	478	492	509	413	442
Average Weekday Passengers Per Revenue Hour	15.42	15.84	16.41	13.48	14.26
System Average Passengers Per Revenue Hour	33.53	33.03	30.90	26.40	28.51